



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

JUNIOR WORD PROCESSOR

Class No. 003007

WORD PROCESSOR OPERATOR

Class No. 003009

SENIOR WORD PROCESSOR OPERATOR

Class No. 003008

■ CLASSIFICATION PURPOSE

To create, format, store and print text, documents, and office records using word processing equipment and software programs, to execute difficult word processing functions and applications, and to perform related clerical work as required.

■ DISTINGUISHING CHARACTERISTICS

The Word Processor Operator class series is a clerical class series whose incumbents perform a variety of word processing functions and applications in a busy, production-type work environment. Incumbents are highly proficient in the use of computer software programs and perform a high volume of typing/data entry assignments. The Word Processor Operator class series differ from the Clerk Typist, Transcriber Typist, and secretarial classes in that the latter may perform varied clerical work, assuming the role(s) of receptionists, file clerks, or typists for County departments, with assignments requiring infrequent text manipulation or data storage tasks.

Junior Word Processor:

This is the entry-level class in the word processing series. Incumbents are assigned routine input, revision, and document storage tasks, using a variety of word processing equipment.

Word Processor Operator:

This is the journey level class in the word processing series. Incumbents operate word processing equipment to perform a wide variety of typing, text creating and editing, reformatting, and record keeping assignments. Incumbents exercise independent judgment in selecting and applying the various machine features, special functions, and corresponding software programs to complete assignments.

Senior Word Processor Operator:

This is the lead/first line supervisory level class in the word processing class series. This class differs from the next higher level class, Word Processing Center Supervisor, in that positions of the latter are allocated to centralized production centers consisting of at least ten (10) workstations. Word Processing Center Supervisors plan, organize, and direct the center activities through subordinate supervisors.

■ ESSENTIAL AND NON-ESSENTIAL FUNCTIONS

**The examples of essential functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Junior Word Processor and Word Processor Operator:

Essential Functions:

1. Performs heavy transcribing and typing from a variety of sources, including dictation/transcribing machines, audio tapes (e.g., "911" emergency, jury trials, motions), videotapes, handwritten drafts, and marginal notes.
2. Operates office equipment including personal computer, dictation/transcribing machines, copiers, fax machines, scanners, and calculators.
3. Reviews, revises, edits, and reformats a variety of written correspondence to ensure the use of proper grammar, page formatting, spelling, punctuation, numerical/statistical notations, and accompanying text(s).
4. Types with speed and accuracy.

5. Proofreads and checks documents for accuracy, completeness, and compliance with departmental requirements.
6. Prints final documents.
7. Coordinates assignments with co-workers in order to meet deadlines.
8. Communicates with users to receive instructions, resolve problems, and to report job progress.
9. Enters, creates, and displays text of correspondence, records, legislation, board letters, parcel maps, rosters, manuals, charts, manuscripts, contracts, files, and statistical or technical reports.
10. Uses personal computer to convert documents from electronic mail attachments.
11. Sets up documents' indexes and stores and files text.
12. Ensures network directories are organized by reviewing network files, creating and storing files in the appropriate directories/electronic filing system(s), and deleting unnecessary documents.
13. Assists departmental staff with the use of word processing systems, programs, and related machine functions.
14. Maintains and updates word processing operational desk manual.
15. Provide courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Senior Word Processor Operator:

All the duties listed above and

1. Plans and schedules word processing assignments and projects.
2. Supervises, trains, and evaluates the work of subordinate operators.
3. Maintains control files and production records.
4. Types text of legislation, manuals, budgets, and lengthy technical and statistical reports.
5. Proofreads and edits work.
6. Meets with users to analyze requirements of projects and word processing applications.
7. Assures data security.
8. Interprets department policy and procedures.
9. Writes and revises clerical procedures and forms.
10. Prepares training guides.
11. Writes special programs and formats.
12. May assist in monitoring budgets, requisitions for services, supplies, equipment, and personnel.
13. May assist in planning departmental work flow activities and developing new word processing applications.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following apply to all classes:

- Principles of word processing equipment, systems, and related machine functions.
- Word-processing software programs used in the production of correspondences.
- Word-processing commands, terminology, format, and display symbols.
- Business English (including spelling, grammar, punctuation, word division, and vocabulary).
- Standard typing layouts and formats.
- Data security procedures.
- Data processing methods.
- Indexing rules and electronic filing methods.

- Office clerical procedures.
- Arithmetic and business math.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Word Processor Operator (in addition to the above):

- Business, legal, and/or medical terminology.

Senior Word Processor Operator (in addition to the above):

- Principles of supervision.

Skills and Abilities to:

The following apply to all classes:

- Operate word processing equipment (e.g., keyboard, video display, and printer).
- Input and retrieve information and text stored in computerized record systems.
- Use word processing codes and function keys.
- Create and name documents.
- Set up, catalog, and store electronic records.
- Proofread and reformat text (e.g., paginate, justify, restructure tabs, margins, and pitch).
- Edit and revise text (move blocks, columns, insert, delete, global search and replace).
- Edit and proofread text to identify and correct spelling, grammar, punctuation, word-usage, and layout errors.
- Type with speed and accuracy.
- Read and follow equipment operation manuals and department directives and procedures.
- Check and compare data and information.
- Maintain records, logs, and files.
- Distinguish importance of tasks and complete work in proper sequence.
- Operate office equipment including photocopiers, collators, transcribing machines, computer display terminals, and calculators.
- Coordinate work with co-workers to meet production deadlines.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

Senior Word Processor Operator (in addition to the above):

- Plan, organize, and schedule work.
- Establish performance standards.
- Maintain production records.
- Train operators.
- Operate a word processing system and execute advanced function keys and programs.
- Establish indexing and filing systems.
- Coordinate production with users.
- Identify word processing applications and evaluate features and hardware.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Junior Word Processor:

Six (6) months of general clerical experience performing duties such as typing, filing, reception, and records management, **AND** Six (6) months experience operating word processing related equipment (e.g., transcribing machines) and using software programs, such as Microsoft Office, Windows, MS Word to perform text creation, formatting, storing and printing assignments on a production basis in an office and/or business environment.

Word Processor Operator:

One (1) year of general clerical experience performing duties such as typing, filing, reception, and records management, **AND** One (1) year experience operating word processing related equipment (e.g., transcribing machines) and using software programs, such

as Microsoft Office, Windows, MS Word to perform text creation, formatting, storing and printing assignments on a production basis in an office and/or business environment.

Senior Word Processor Operator:

1. Two and one half (2 1/2) years of experience operating word processing related equipment and using software programs, such as Microsoft Office, Windows, MS Word, WordPerfect to perform text creation, formatting, storing, and printing assignments on word processing equipment in an office environment, OR
2. Two (2) years of experience operating word processing related equipment and using software programs, such as Microsoft Office, Windows, MS Word to perform text creation, formatting, storing, and printing assignments on word processing equipment in an office environment; AND, a certificate or a series of college level coursework in any of the following computer application programs: Microsoft Office, Windows, MS Word, Powerpoint, MS Excel, or MS Access. Supervisory experience is highly desirable, OR
3. Two and one half (2 1/2) years of experience as a Word Processor Operator in the County of San Diego. Supervisory experience is highly desirable.

Note: A certificate of completion in any of the following computer application programs: Microsoft Office, Windows, MS Word, Powerpoint, MS Excel, or MS Access may substitute for six (6) months of qualifying experience.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following: Continuous upward and downward flexion of neck. Frequent standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck.

Fine finger dexterity to operate keyboards and writing materials.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

None Required.

Certification/Registration

An ORIGINAL (no photocopies) typing certificate for at least 50 net WPM with a maximum of five errors. Typing test must be at least a five minute test of unfamiliar material with two (2) gross word penalty for each error. The certificate must state the gross words per minute attained and the number of errors, and must have been issued within the last 2 years.

Working Conditions

Candidates must be willing to perform assignments on a production basis, sitting at a workstation and viewing a video display terminal and/or computer monitor for the majority of a workday.

Physical Requirements

Essential and non-essential functions may require maintaining physical condition necessary for standing or sitting for prolonged periods of time.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**New: December 30, 1981**  
**Revised: August 9, 2000**  
**Reviewed: Spring 2003**  
**Revised: November 21, 2003 (Class No. 003009)**  
**Reviewed: Spring 2004**  
**Revised: March 31, 2006**

Junior Word Processor (Class No. 003007)  
Word Processor Operator (Class No. 003009)  
Senior Word Processor Operator (Class No. 003008)

Union Code: CL  
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Variable Entry: Y  
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